
Customer Involvement in Transportation Decision-Making

*Tangible Result Driver – Dave Nichols,
Director of Project Development*

MoDOT seeks out and welcomes any idea that increases its options, because the department doesn't have all the answers. The department creates and preserves a transportation decision-making process that is collaborative and transparent, involving its customers in the determination of needs right through to the development, design and delivery of projects.



Customer Involvement in Transportation Decision-Making

Number of customers who attend transportation-related meetings

Results Driver: Dave Nichols, Director of Project Development

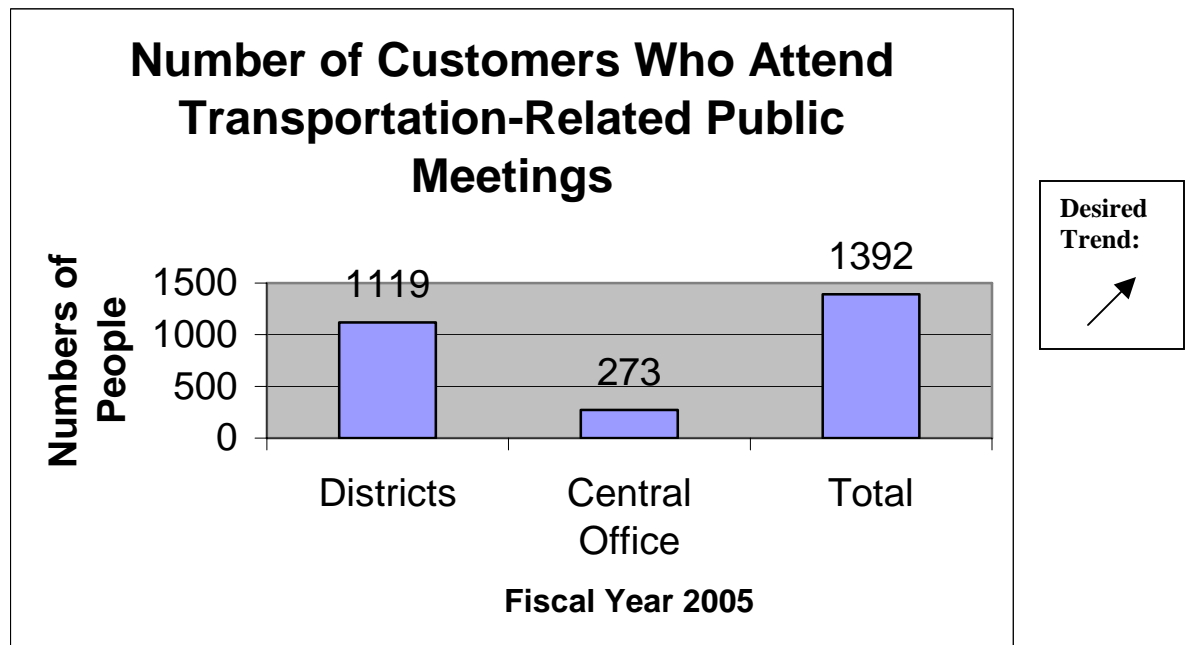
Measurement Driver: Bob Brendel, Outreach Coordinator

Purpose of the Measure:

This measure gauges MoDOT's public involvement success. MoDOT does not make decisions regarding transportation improvement projects in a vacuum – they are made in collaboration with the general public, communities, elected officials, stakeholders, etc. As a part of the regular updates of Missouri Advance Planning initiative, and during the planning and design phase of projects, MoDOT conducts public meetings and hearings to involve the public in the decision-making process.

Measurement and Data Collection:

Attendance is determined by analyzing sign-in sheets utilized at public meetings.



Customer Involvement in Transportation Decision-Making

Percent of customers who receive feedback from MoDOT after offering comments

Results Driver: Dave Nichols, Director of Project Development

Measurement Driver: Bob Brendel, Outreach Coordinator

Purpose of the Measure:

This measure will track responses made by MoDOT to its customers. MoDOT routinely asks people who attend public meetings/hearings to submit a written comment that will be examined by the project team and that will become part of the project's official record. It is important that people who avail themselves of this opportunity know that their comments are taken seriously.

Measurement and Data Collection:

MoDOT Design has worked with Missouri Transportation Institute to develop a survey instrument for attendees at District and Central Office project-specific meetings and hearings. The meeting attendees with email addresses will be sent an electronic survey. Those attendees that did not provide email addresses will be included in a mailed, statewide, survey. Both the electronic and mailed surveys will include attendees at meetings in all 10 districts. MTI will coordinate the data collection and analysis, and report findings back to MoDOT by Summer 2005.

**Measure is Under
Development**

Customer Involvement in Transportation Decision-Making

Percent of customers who feel MoDOT includes them in transportation decision-making

Results Driver: Dave Nichols, Director of Project Development

Measurement Driver: Kyle Kittrell, Transportation Planning Director

Purpose of the Measure:

This data will assist in identifying the effectiveness of MoDOT's project planning outreach efforts.

Measurement and Data Collection:

Data will be collected in conjunction with the Missouri Advance Planning initiative. Data collection will begin by June 1, 2005 for reporting in the July 2005 Tracker.

**Measure is Under
Development**

Customer Involvement In Transportation Decision-Making

Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making

Results Driver: Kevin Keith, Chief Engineer

Measurement Driver: Bill Stone, Technical Support Engineer

Purpose of the Measure:

This measure will gauge MoDOT's efforts in including planning partners in transportation-related decision-making. MoDOT is committed to continuously improving outreach efforts with transportation planning partners. With the endorsement of the Planning Framework by the Missouri Highways and Transportation Commission, MoDOT is striving to increase the involvement of local officials and community leaders in making transportation-related decisions. The percent of positive feedback through the surveys will display planning partners' involvement.

Measurement and Data Collection:

Planning personnel have worked with MTI to develop a planning partner survey to determine participant's satisfaction with their involvement in the planning process. Based on list of planning partners attending meetings, an email survey will be administered by MTI at the conclusion of major project meetings and then returned to MoDOT. Additionally, a once a year survey of RPC and MPO partners will be administered to gauge satisfaction with their involvement. Data will be reported to MoDOT on a geographic basis and initial data collection will begin June, 2005.

**Measure is Under
Development**

